

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: TENNESSEE

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

The State of Tennessee and the Health Care Facilities (Survey and Certification) Division of the Department of Health provide that the following activities are used in measuring and reducing inconsistency in the application of survey results among surveyors:

- proficiency testing of survey staff;
- review of survey results by supervisory staff;
- surveyor training programs;
- distribution to all surveyors, Federal Transmittal letters as well as all other related, appropriate correspondence and regulations;
- maintaining open communication channels between survey staff and supervisory staff; and
- maintaining open communication channels between State agencies and regional offices.

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